Date: May 27, 2014

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 and restated on May 5, 2013 ("the Agreement") by and between the County of San Diego ("County") and HP Enterprise Services, LLC ("HP" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

Issue or Problem:

The County of San Diego has installed a new Enterprise Document Processing Platform that will be the standard platform used to develop and host document-processing applications across the county. This platform will provide Documentum document and records management, Captiva high volume batch capture and web-based convenience capture services, and Adobe LiveCycle eForms, PDF generation and rights management services. The first application to be hosted on this platform will be HHSA's CERMS application. The solution for HHSA will include two high volume Document Processing Centers (DPCs), one at Lemon Grove and the other at View Ridge. Each of the DPCs requires onsite dedicated storage available on the County network.

Resolution:

1.   Each DPC required a dedicated 3PAR storage array. The 3PAR storage arrays are top of the line with a high level of redundancy built into it. This solution provides a more efficient use of storage with higher utilization, with no wasted space. Each frame contains 4.85TB of available storage TIER 1 (production & NAS).

2.   Section 6.8.1.4 Document Processing Center Dedicated 3PAR Storage is added to Schedule 4.3, Operational Services, as per Attachment 1 to this PRR. The above equipment and charges will be covered by a new DPC Resource Unit Fee in the amount of $14,000 per DPC added to Exhibit 16-1-5, Renewal Fees Summary by Resource Unit, as per Attachment 2 to this PRR. This resource unit excludes the servers that are part of the solution at the DPCs, which will be charged using the existing server RUs.

****

The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

By: _____

Name: _6-12-14_____

Title: Director Department of Purchasing and Contracting

Date: _____

HP ENTERPRISE SERVICES, LLC

By: _____

Name: Max Pinna

Title: Contracts Manager

Date: May 27, 2014

6.8.1.4 Document Processing Center Dedicated 3PAR Storage

This section pertains to a dedicated storage environment at the View Ridge and Lemon Grove Document Processing Centers ("DPC") that hosts the standard platform used by HHSA's CERMS document processing application. Each DPC includes a dedicated 3PAR storage array to support the high volume of batch scanning occurring at each DPC. In addition, each frame contains 4.85TB of available storage TIER 1 (production & NAS).

Attachment 1 to PRR 126 - DPC Storage RU CERMS

Schedule 16.1 - Exhibit 16.1-5

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Resource Unit Fee (90% to 110% band)	Baseline Volumes (per Contract Year)	(Resource Unit Fee) x (Baseline Volume)	Bundled Resource Unit	Resource Unit Fee (70% to 80% band)	Resource Unit Fee (80% to 90% band)	Resource Unit Fee (110% to 120% band)	Resource Unit Fee (120% to130% band)	Resource Unit Fee (130% to 150% band)	Resource Unit Fee (150% to200% band)	Measurement Methodology (Specific measurement on last day of month or cumulative use during month)	Depreciation Time Period (in Years)
DPC RU	Data Center Services - Storage Services--Section 6.8	Flat Fee	Fixed monthly fee per unit	$14,000	NA	NA	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Specific	NA